

KCC Fiscal Years 1993 & 2003

Statistical Complaint Data Comparison

| | FY1993 # of Complaint Codes | FY2003 # of Complaint Codes | FY1993 % of Total Codes | FY2003 % of Total Codes |
|---|--------------------------------|--------------------------------|----------------------------|----------------------------|
| Total Complaints for Reporting | | | | |
| Billing Issues | 709 | 1,643 | 31.7% | 31.8% |
| Rates/Charges Issues | 140 | 232 | 6.3% | 4.5% |
| Disconnection/Refusal of Service Issues | 670 | 452 | 30.0% | 8.7% |
| Customer Deposit Issues | 71 | 60 | 3.2% | 1.2% |
| Meter Issues | 29 | 87 | 1.3% | 1.7% |
| Telephone Service Issues | 168 | 1,412 | 7.5% | 27.3% |
| Quality of Service Issues | 214 | 461 | 9.6% | 8.9% |
| Company Unresponsive Issues | 116 | 453 | 5.2% | 8.8% |
| Non-regulated/Miscellaneous Issues | 120 | 370 | 5.4% | 7.2% |
| Total | 2,237 | 5,170 | | |
| Total ELECTRIC Company Complaints for Reporting Period | | | | |
| Billing Issues | 374 | 510 | 37.1% | 46.2% |
| Rates/Charges Issues | 38 | 52 | 3.8% | 4.7% |
| Disconnection/Refusal of Service Issues | 451 | 183 | 44.7% | 16.6% |
| Customer Deposit Issues | 37 | 31 | 3.7% | 2.8% |
| Meter Issues | 16 | 46 | 1.6% | 4.2% |
| Telephone Service Issues | - | - | 0.0% | 0.0% |
| Quality of Service Issues | 45 | 147 | 4.5% | 13.3% |
| Company Unresponsive Issues | 33 | 79 | 3.3% | 7.1% |
| Non-regulated/Miscellaneous Issues | 10 | 57 | 1.0% | 5.2% |
| Total | 1,008 | 1,105 | | |
| Total GAS Company Complaints for Reporting Period | | | | |
| Billing Issues | 127 | 511 | 39.9% | 51.5% |
| Rates/Charges Issues | 21 | 74 | 6.6% | 7.5% |
| Disconnection/Refusal of Service Issues | 98 | 167 | 30.8% | 16.8% |
| Customer Deposit Issues | 15 | 21 | 4.7% | 2.1% |
| Meter Issues | 14 | 53 | 4.4% | 5.3% |
| Telephone Service Issues | - | - | 0.0% | 0.0% |
| Quality of Service Issues | 20 | 63 | 6.3% | 6.3% |
| Company Unresponsive Issues | 17 | 80 | 5.3% | 8.1% |
| Non-regulated/Miscellaneous Issues | 6 | 24 | 1.9% | 2.4% |
| Total | 318 | 993 | | |
| Total TELECOM Company Complaints for Reporting Period | | | | |
| Billing Issues | 186 | 689 | 22.8% | 22.3% |
| Rates/Charges Issues | 69 | 110 | 8.5% | 3.6% |
| Disconnection/Refusal of Service Issues | 122 | 121 | 15.0% | 3.9% |
| Customer Deposit Issues | 18 | 8 | 2.2% | 0.3% |
| Meter Issues | - | - | 0.0% | 0.0% |
| Telephone Service Issues | 116 | 1,338 | 14.2% | 43.3% |
| Quality of Service Issues | 148 | 259 | 18.2% | 8.4% |
| Company Unresponsive Issues | 65 | 308 | 8.0% | 10.0% |
| Non-regulated/Miscellaneous Issues | 91 | 259 | 11.2% | 8.4% |
| Total | 815 | 3,093 | | |
| Totals By Industry | | | | |
| Electric | 1,008 | 1,105 | 47.1% | 21.3% |
| Gas | 318 | 993 | 14.9% | 19.1% |
| Telecom | 815 | 3,093 | 38.1% | 59.6% |
| Total | 2,141 | 5,191 | | |
| Number of Consumer Info Records Created | 2,343 | 4,690 | | |